

Will Carr: Recent reports by the OIG and the OSC have said that there's still significant wait times for patients. What is your average wait time right now?

Rima Nelson: So it depends on what you're looking at. So there are many different lanes—I would use lanes to describe the different things that we're looking at. So for example, let me pick cardiology. This morning we had 213 consults in cardiology in the process of being scheduled and reviewed. That is 23 more than we had yesterday—yesterday we had 190. And of those 213, we look at consults that need to be addressed immediately because they're of an urgent nature and we make sure that those consults are, like I said, addressed immediately. Then we have consults that are routine, that are not emergent, and so at that point we give our veterans a choice. If we're not able to see them within 30 days, then we schedule that care out in the community if the veteran prefers to be seen outside.

Will Carr: With that in mind, do you think that you're still struggling with wait times right now?

Rima Nelson: I wouldn't say struggling, I would say we have a large volume of consults we need to continue to address, and again, because we have a lot of veterans enrolling into our system, so it's very important that in order to maintain timely access to this care that we're providing, we need to stay on top of it daily.